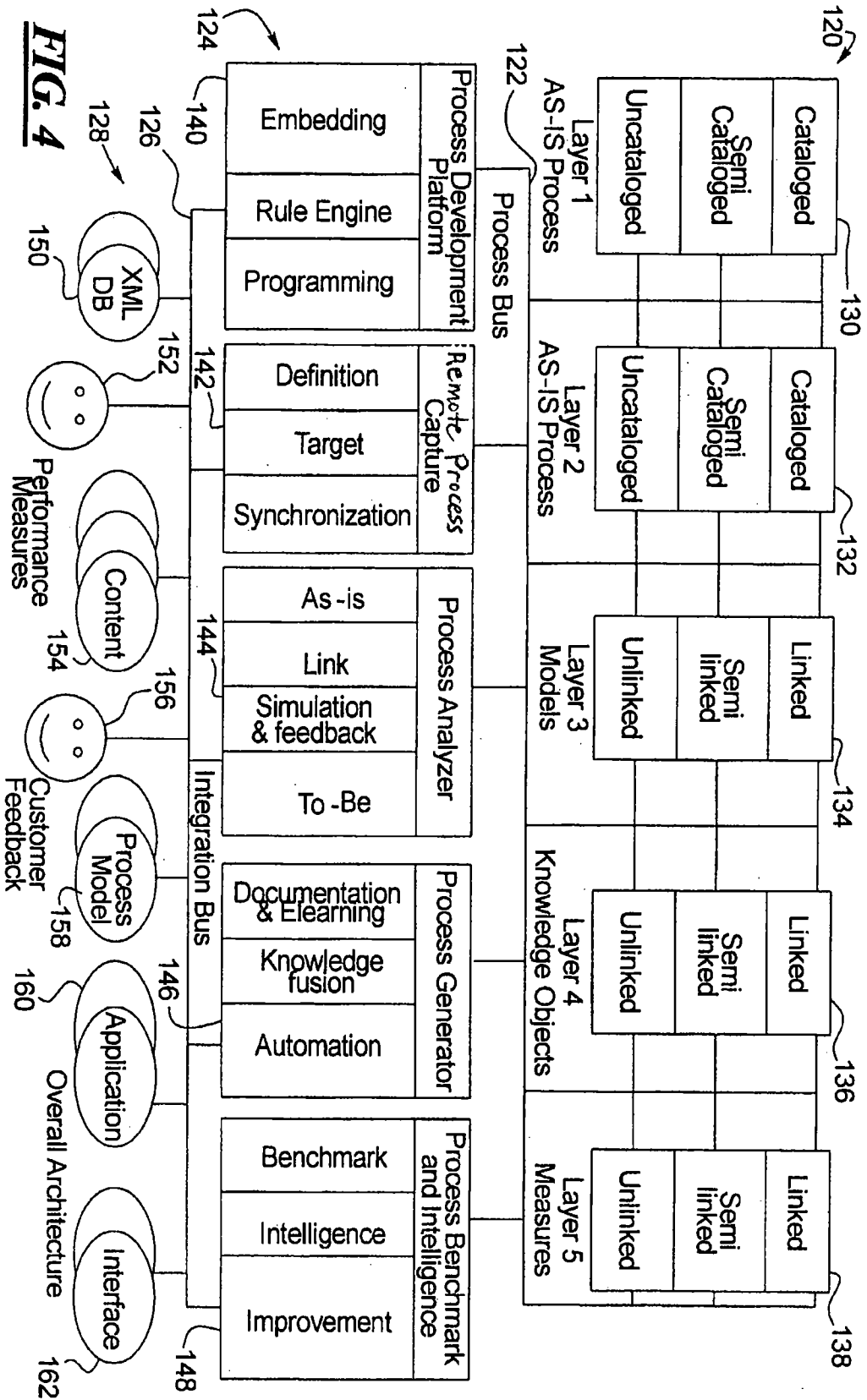


Replacement Sheet



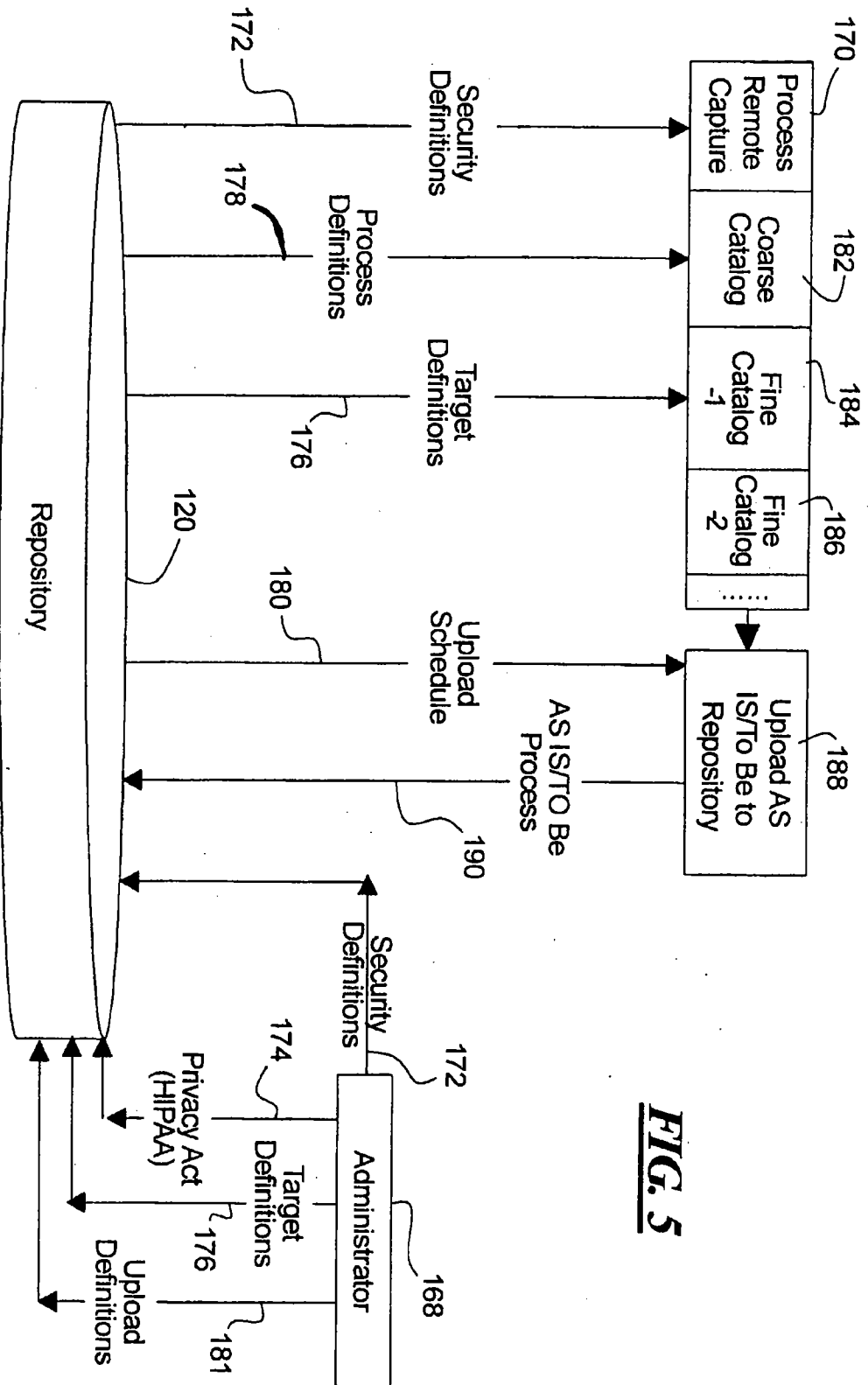
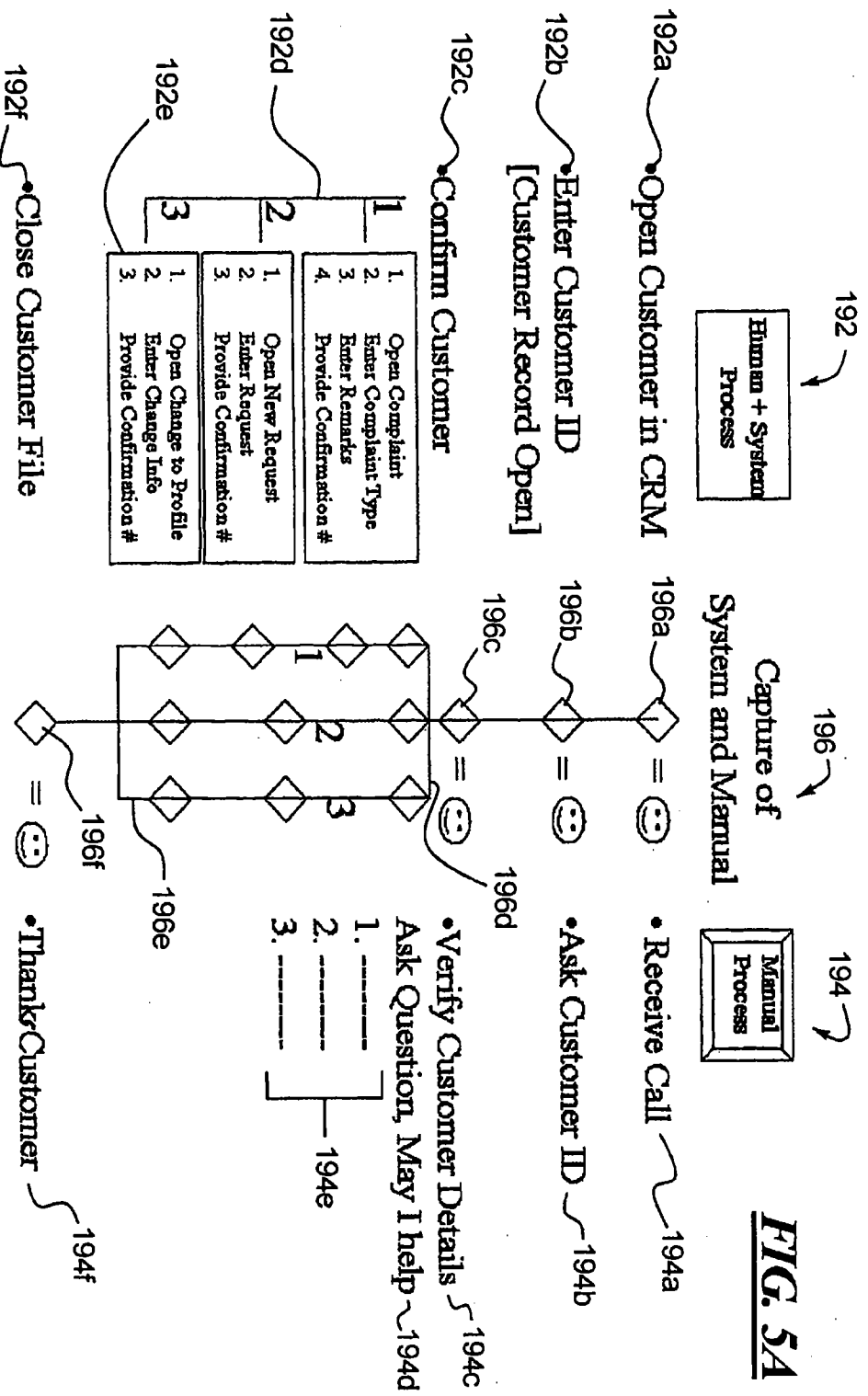


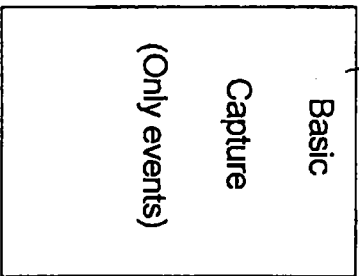
FIG. 5

Replacement Sheet

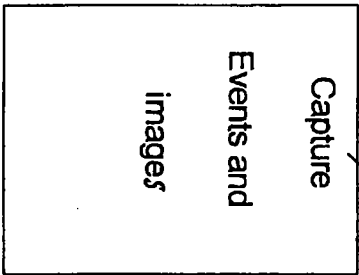


Replacement Sheet

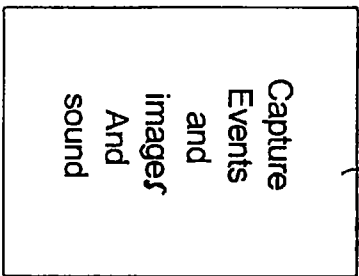
200



202



204



206

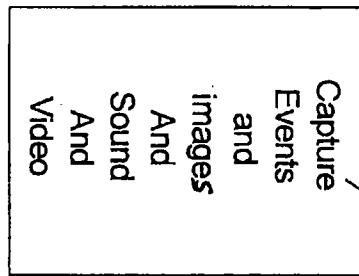


FIG. 6

Level-1
Many users

Capturing
-As is process
-To be process

Analysis of
Profile of usage
Benchmarking

Process
Intelligence

Level-2
Users< Level 1

Model
-As is process
-To be process

GAP analysis
and Customer
feedback

Level-3
Users<Level 2

Model
-As is process
-To be process

GAP analysis
and Customer
feedback

Best Practice

Level-4
Users<Level 3

Model
-As is process
-To be process

GAP analysis
and Customer
feedback

Best Practice

Replacement Sheet

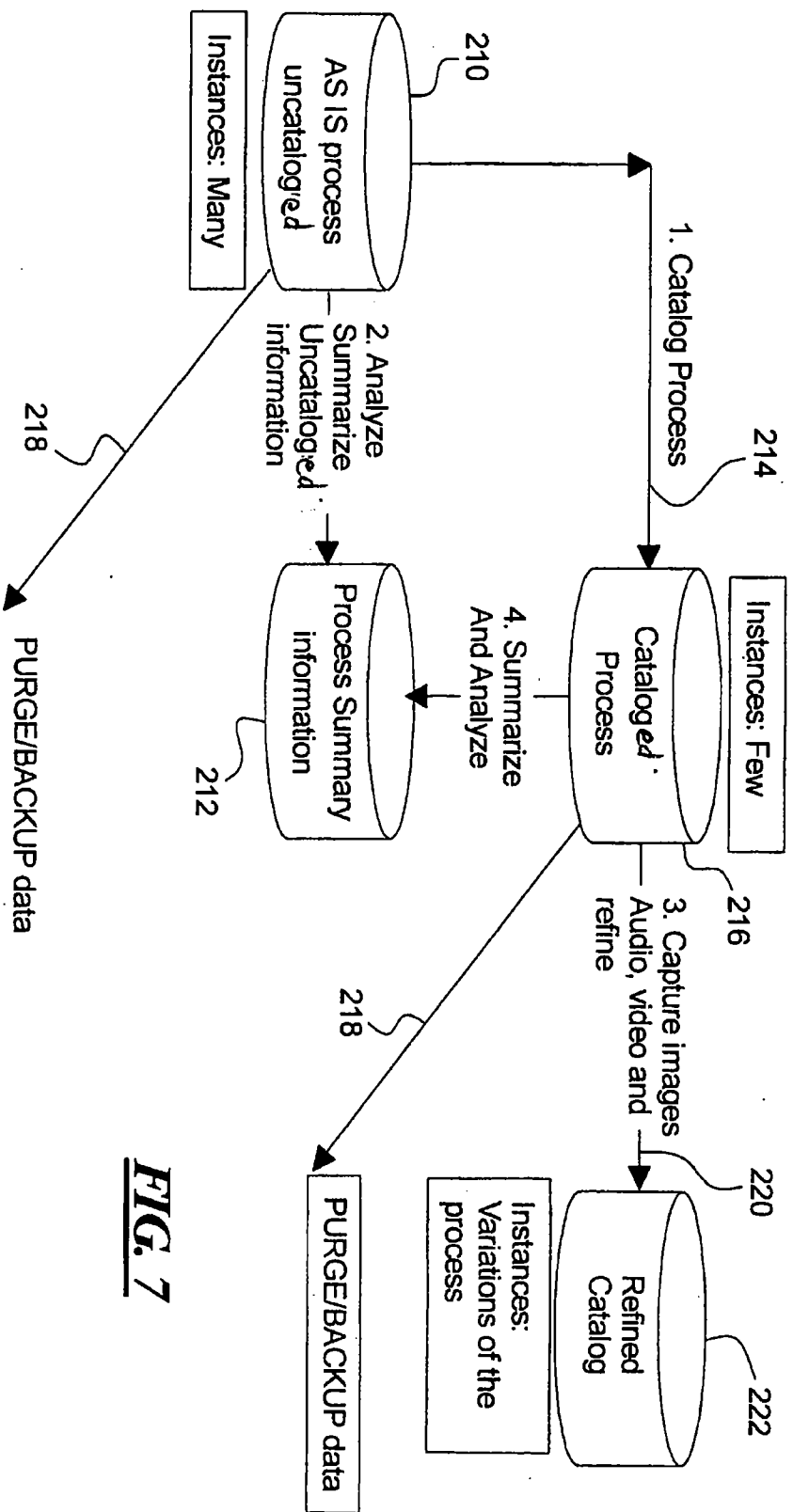


FIG. 7

Replacement Sheet

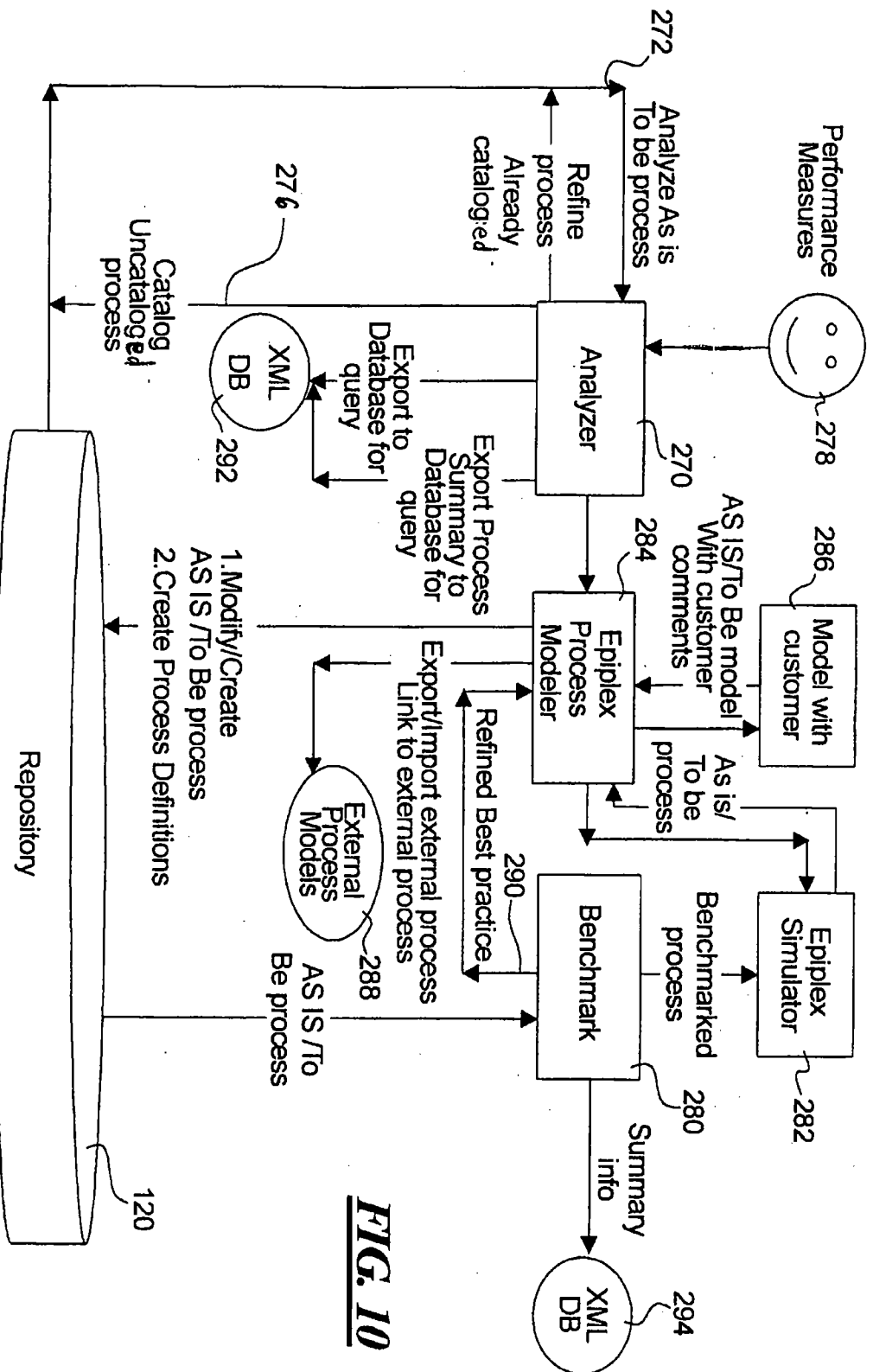


FIG. 10

310

Deploy Capture in Specific
Users machines

Capture files stored in a
repository

312

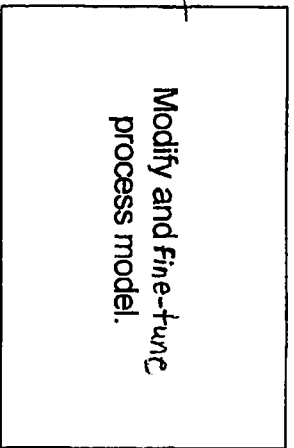
FIG. 15

316

Modify and fine-tune
process model.

314

Use Autogeneration
of Process variation and
processes to create process
models.



Replacement Sheet

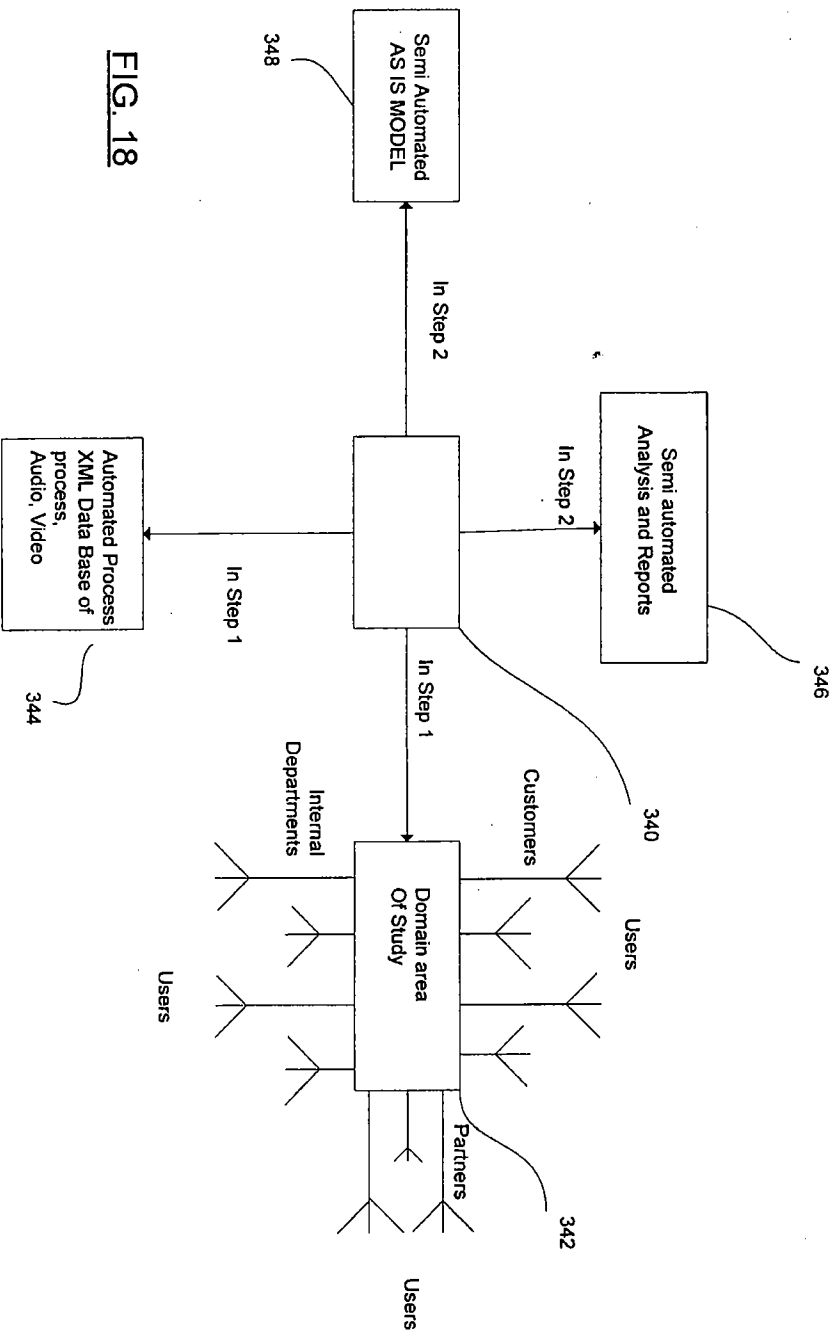


FIG. 18